

**VALUED
LIVES**

**Welcome to
Valued Lives**

We acknowledge Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of our State and its waters. Valued Lives wishes to pay its respects to Elders both past and present and extend this to all Aboriginal and Torres Strait Islander peoples seeing this message.

About Us

We are an organisation led by people with a disability for people with a disability.

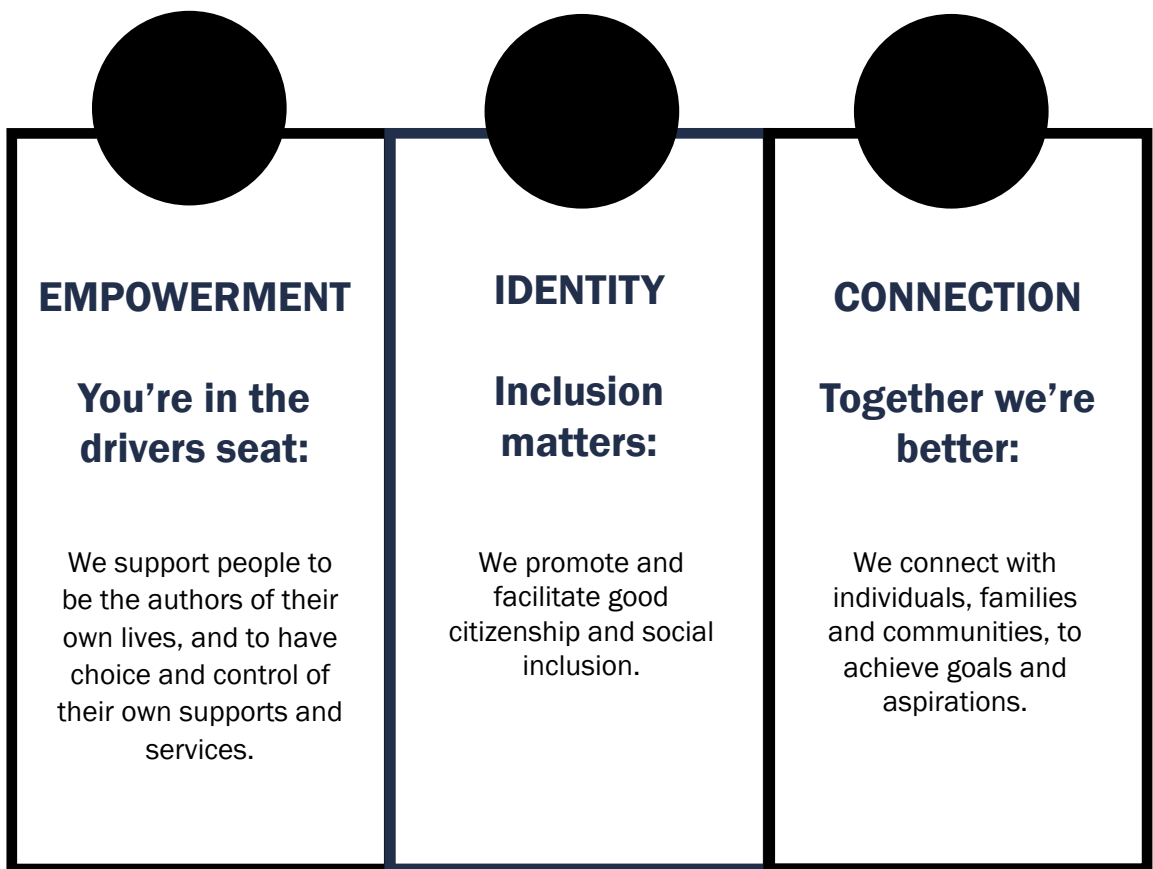
We exist to work in partnership with people and families, to build capacity and leadership that enables people with disability to contribute as valued citizens and have control of their own lives.

We want an inclusive society where all people live valued lives, in welcoming communities, contributing as valued citizens, with control over their own lives.

Welcome and we look forward to journeying with you!

**Your pathway,
Your journey.**

Our Values and Principles



Our Services

Direct Supports

Valued Lives is an NDIS Registered Provider

We listen to you and help you to implement the choices you make around the planning, design and implementation of the services and supports you want. We put you at the centre of your own life and work with you and your team to ensure that supports and resources are provided to meet your needs, goals, lifestyle choices and aspirations. Our approach is flexible and customised to your needs, goals and outcomes.

Have a look at our website, for our full list of services, fees and chargers:

www.valuedlives.org.au/wp-content/uploads/2020/06/NDIS-Supports-and-Services-Schedule.pdf

Support Coordination

We help you get the most out of your NDIS Plan and connect you with the supports and services you need.

We develop a relationship with you, identifying and understanding your unique needs and strengths. Many of our Support Coordinators have personal experience of a family member with an NDIS plan and know from experience the complexities and opportunities that plans offer. We work with you and your family to identify the support you need to work towards your goals, provide information and connect you with your local community. We aim to build a network of support around you.

Innovative Employment

Everyone has the right to work!

We specialise in using a customised employment approach to support you to develop your own Microenterprise or discover what work looks like for you after school.

We have a sperate capacity building brand.

Recently, Valued Lives Foundation made the decision to separate its capacity building service from its service provision interests by establishing the Empowered Connection brand.

Empowered Connections is a dedicated capacity building organisation focused on strengthening the capabilities and voice of people with disabilities. Our initiatives focus on strengthening pathways to inclusion and enabling people with disability to live their best lives as valued citizens.

We are driven by values of social, economic and community inclusion, to empower people with disability, with the support of their families and allies, to live a good life and participate in their communities. This means having the same opportunities and pathways as other citizens.

**Empowered
Connections**

Our Promise To You

We believe that people with a disability have human right to be valued and active members of society. We exist to provide supports that enable you to participate in a valued way, economically and socially.

We are committed to upon your rights to:

- Be treated with respect and dignity and feel welcome regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation
- Be provided with supports and services in a safe and secure environment free from abuse and neglect
- Be given information in a way that you can understand
- Have your privacy and confidentiality respected and protected
- Have access to your personal information held by Valued Lives
- Be informed, consulted and encouraged to take an active role in decisions made about you
- Make complaints in the secure knowledge that they will be listened to respectfully, taken seriously and responded to promptly
- Give feedback on ways in which you believe Valued Lives and its supports and services can be improved
- Access a support person or advocate.

Your Promise To Us

Just as we make a commitment to you, in accessing our services you make a commitment to us, the valued workers of Valued Lives to:

- Treat others including Valued Lives workers and volunteers with dignity and respect and behave in a non-violent, non-threatening manner
- Participate in Valued Lives activities in accordance with our policies and guidelines
- Attend scheduled meetings or notify Valued Lives workers in reasonable time if you are unable to attend
- Work towards the achievement of the goals you have identified and agreed to
- Not be under the influence of alcohol and/ or drugs when accessing Valued Lives supports and services
- Not bring any illegal items or substances onto Valued Lives premises
- Have regard for your personal safety and that of others
- In an emergency, follow reasonable clear directives from Valued Lives workers.

Privacy

Valued Lives is committed to treating people with courtesy and respect and keeping your information private.

We collect information and store it in accordance with the **Australian Privacy Principles and Privacy Act 1988.**

We always ask you first.

We will always ask you about you. We prefer to include family members but will ask your permission first.

We will ask for your consent to collect information about you, we will ask if that information can be stored on our data system and we will ask what information you are happy for us to share with others. For example; can we share information about you with a doctor so that we can provide you with supports.

We only collect information that relates directly to the supports and services we provide to you and your family.

Sometimes, a family member or a service may tell us something about you. We will let you know what they say and store this information on your electronic file.

You can ask to see the information about you on our data system at any time.

We have rules in place that mean only your workers get to see your information.

The only time we tell someone about you without your permission is if:

You are in danger

We legally have to e.g.: a court has told us to

We think that you may harm someone else

Supported Decision Making

Valued Lives is committed to supporting you to make your own decisions so you can develop and pursue your goals, your way.

Valued Lives will ensure that:

You will have the opportunity to express your will and preference

You will be able to exercise the right to make decisions for yourself

You can expect to have access to appropriate support to make decisions

Sometimes, a person with a disability may be unable to make decisions or may require assistance to make decisions, this is referred to as reduced decision making.

When this happens, we will most likely ask a family member to be involved sometimes an advocate may be needed, to help ensure that your voice is being heard.

Where informal decision-making support is not available the person may require an alternative decision maker to be appointed (e.g., Guardian and/or Administrator).

Feedback

We want to hear from you when we do things well but also when you are not happy.

Telling us what you think will not mean that we won't like you or your services will stop. We are always interested in what you have to say about us and encourage you to speak up.

Valued Lives follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

Complaints

It's always ok to speak up. Complaints make us do things better!

You can complain about your services and supports when:

Something has gone wrong

Something is not working well

Something has not been done the right way

Something makes you unhappy

You have been treated badly.

How to make a complaint or give feedback:

Talk to your worker

Call us and ask to speak to the manager 08 9274 7760

Email us feedbackandcomplaints@valuedlives.org.au

Submit a complaint using the feedback form on our webpage valuedlives.org.au/contact

What we do about complaints

We will listen and talk to you or your advocate about what happened and how to fix it.

We record your complaint on your participant file, notify our CEO that a complaint has been made and provide you with a written response within 2 weeks of the outcome.

**You are important to us,
so we:**

Provide support and assistance

Make sure you are safe

Look after your health and wellbeing

**If we make changes to
correct what happened,
we will:**

Change our practices

Change our policies and
procedures

Train our staff

**You should know what is
happening so we will:**

Ask you for feedback

Talk to you about what happened

Consult with you or your advocate
through the process

Your ideas about any changes
that would help in the future

**Remember, everyone has
rights when making a
complaint, including the
right to:**

- Be treated with care, consideration, dignity and respect
- Have private information treated with sensitivity
- Ask questions if you don't understand the process
- Ask for a second opinion
- Ask for your personal records
- Request an interpreter or assistance with reading or understanding
- Refuse to participate or not be supported by Valued Lives
- You have the right to always ask for more or detailed information in a way that you understand and Valued Lives encourages and wants you to speak up

Our rules mean that we will keep you informed of the progress of your complaint and communicate the outcome to you in a way that you understand.

If you feel that your complaint is not being taken seriously, or that we didn't respond correctly you can take your concern to the NDIS, by completing a 'Complaint Contact Form' on-line at www.ndiscommission.gov.au/about/complaints or by phoning them on 1800 035 544 or TTY 133 677. Interpreters can be arranged.

Incident Management

Valued Lives aims to provide the best supports and services always. If an incident happens, we will use the information to improve what we do and how we do it.

If an incident happens, Valued Lives will include you and your family member or representative in the management and resolution of the incident. Valued Lives can also help you access other services which may be able to assist you regarding the incident. At the end of all critical incident investigation, we will provide you with a written response of the outcome.

What is an Incident?

Any time a worker caused you harm.

Any time a worker could have caused you harm.

When you hurt someone else.

When someone feels that you are going to hurt them.

A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices)

Reporting Timeframes: - death, serious injury, abuse, neglect, sexual misconduct, must be reported within 24 hours - restrictive practice within 5 days

What happens when there is an incident?

We will listen and talk to you or your advocate about what happened and how to fix it.

We record what is said and done during the incident including:

- Description of what happened
- Who saw the incident
- When you told the worker
- Management is told immediately what happened.

You should know what is happening so we will:

- Ask you for feedback
- Talk to you about what happened
- Consult with you or your advocate through the process
- Your ideas about any changes that would help in the future

You are important to us, so we:

- Provide support and assistance
- Make sure you are safe
- Look after your health and wellbeing

If we make changes to correct what happened, we will:

- Change our practices
- Change our policies and procedures
- Train our staff

There are times that we must tell NDIS Commission, the police or another regulatory body about what happened. But we tell you first, if this going to happen.

Advocacy

Advocates can play an important role in ensuring your rights and interests are respected and safeguarded. They provide you with information and support in representing your views and ensure that your concerns are heard and responded to. You can ask a family member or friend to be an advocate, or you can reach out to one of the advocacy services below.

This is a list of advocacy services, for you to contact:

 <p>people with disabilities western australia</p>	<p>People with Disabilities WA</p> <p>9420 7279 or 1800 193 331</p> <p>info@pwdwa.org</p> <p>23/2 Delhi Street, West Perth</p>
 <p>ADVOCACY KNOWLEDGE COMMUNITY DEVELOPMENTAL DISABILITY <i>wa</i></p>	<p>Developmental Disability WA</p> <p>9420 7203</p> <p>ddwa@ddwa.org.au</p> <p>2 Delhi Street, West Perth</p>
 <p>Explorability Inc Individualised advocacy for people with disability</p>	<p>Explorability Inc.</p> <p>6361 6001 or 1800 290 690</p> <p>admin@explorability.org.au</p> <p>1/9 Parkes St, Cockburn Central</p>
 <p>midlas</p>	<p>Midland Information Debt and Legal Advocacy Service</p> <p>9250 2123</p> <p>admin@midlas.org.au</p> <p>12 Old Great Northern Hwy, Midland</p>



Individual Disability Advocacy Services (Sussex Street Community Law Services)

6253 9500 or 1300 648 655

idas@sscls.asn.au

29 Sussex Street, East Victoria Park



Uniting WA

1300 663 298

yoursay@unitingwa.org.au

10/5 Aberdeen St, Perth



Welfare Rights and Advocacy Service

9328 1751

welfare@wraswa.org.au

98 Edward St, Perth



Mental Health Advocacy Service

6234 6300

contactus@mhas.wa.gov.au

6/18 Harvest Terrace, West Perth WA



Youth Affairs Council of WA

9227 5440 or 1800 670 231

yacwa@yacwa.org.au

196 Oxford St, Leederville



Office of the Public Advocate

1300 858 455 or 9278 7300

opa@justice.wa.gov.au

23 David Malcolm Justice Centre, 28
Barrack St, Perth



Health and Disability Services
Complaints Office

Health and Disability Services

Complaints Office

6551 7620 or 6551 7600

mail@hadsco.wa.gov.au

469 Wellington St, Perth



The National Disability Abuse and Neglect Hotline

1800 880 052

hotline@workfocus.com

**Remember, your
Valued Lives worker is
here to help you contact
advocacy services if
and when you may need
their support.**

Policies

You can get a copy of any of the following documents from our webpage, <https://valuedlives.org.au/resources/>

And remember if you want to know about any other policy, procedure or way of working we will have email or phone us and ask:

- **Protection of Human Rights and Freedom from Abuse and Neglect Policy**
- **Privacy Policy**
- **Transition and Exit Policy**
- **Supported Decision Making Policy**
- **Easy Read Welcome Pack**
- **Incident Management**
- **Complaints and Grievances for Service Users Policy**
- **Complaints Easy Read**
- **Advocacy Policy**
- **Access to Services Choice and Control Policy**

Want to know more...

The NDIS website also contains useful resources and information including:

- **Booklet 1 - Understanding the NDIS**
- **Booklet 2 – Planning**
- **Booklet 3 - Using your NDIS plan**
- **Factsheet: About the NDIS**
- **Factsheet: Developing your NDIS Plan**
- **Factsheet: Starting your Plan**
- **Factsheet: Supporting families and carers**
- **Factsheet: Worker screening checks**
- **Let's talk about work booklet.**

All of the above documents are found here:

www.ndis.gov.au/about-us/publications/booklets-and-factsheets

**We look
forward to
working with
you and
helping you
on your path,
your way.**

Follow our work on Facebook

www.facebook.com/ValuedLives

www.facebook.com/EmpoweredConnections

Valued Lives Foundation

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info@valuedlives.org.au

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